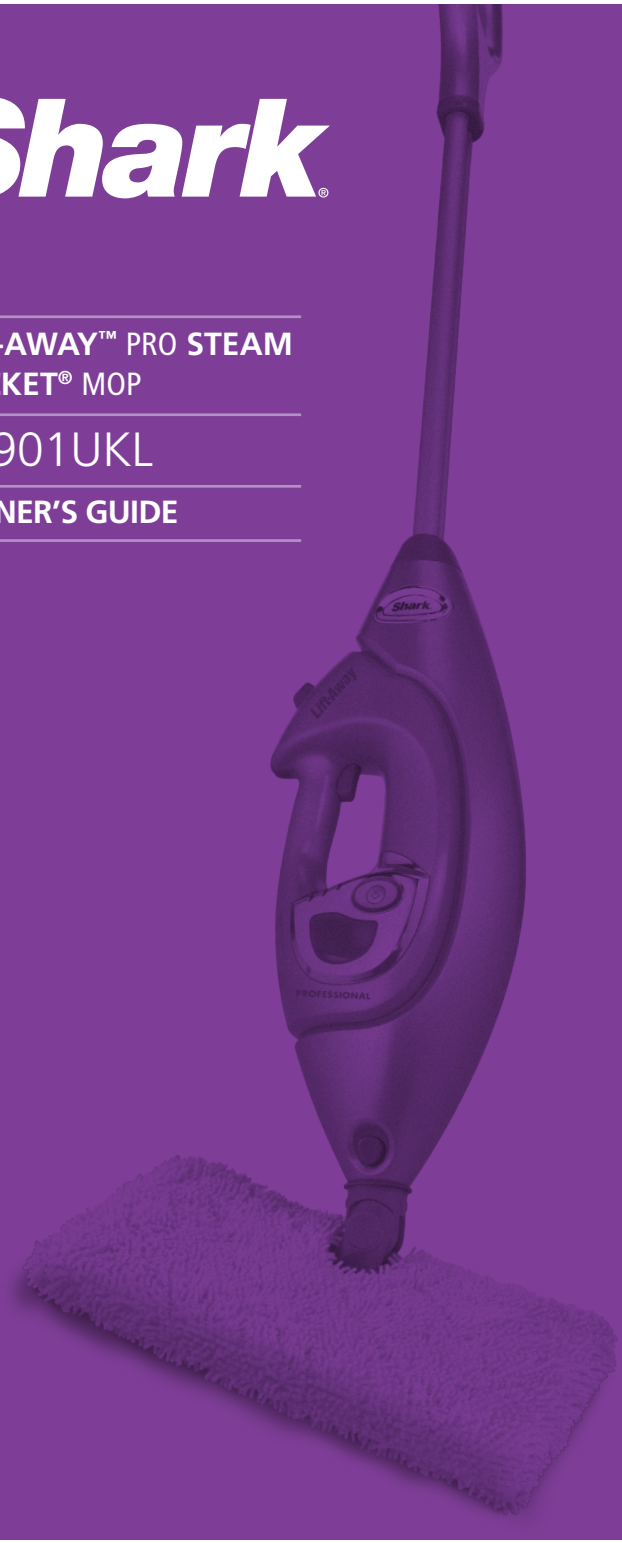
Shark®

LIFT-AWAY™ PRO STEAM POCKET® MOP

S3901UKL

OWNER'S GUIDE



IMPORTANT SAFETY INSTRUCTIONS

For Household Use Only

WHEN USING YOUR *SHARK*® STEAM MOP, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

READ ALL INSTRUCTIONS BEFORE USING YOUR *SHARK*® STEAM MOP.

DANGER OF SCALDING.
Please use caution when using the steam mop. The steam emitted from the steam mop is very hot.

IMPORTANT:

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

WARNING:

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

1. Use the system only for its intended use.
2. **DO NOT** use outdoors.
3. **DO NOT** leave the appliance unattended when plugged in. Always unplug the power cord from the electrical outlet when not in use and before servicing.
4. **DO NOT** allow the appliance to be used by children. Close attention is necessary when used by or near children, pets or plants.
5. Children should be supervised to ensure that they do not play with the appliance.
6. Use only as described in this manual.
7. Use only manufacturer's recommended accessories.
8. **DO NOT** operate the appliance with a damaged plug or cord, or if the unit has been dropped or damaged. To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, it must be replaced by a qualified electrician in order to avoid a hazard. Incorrect re-assembly or repair can cause a risk of electrical shock or injury to persons when the appliance is used.
9. To protect against a risk of electric shock, **DO NOT** immerse the steam mop into water or any other liquids.
10. **DO NOT** handle plug or steam mop with wet hands or operate appliance without shoes.
11. **DO NOT** pull or carry by power cord, use power cord as handle, close a door on the power cord, or pull the power cord around sharp edges or corners. Keep power cord away from heated surfaces.

12. **DO NOT** unplug by pulling on power cord. To unplug, grasp the plug not the power cord. Do not use extension cords or outlets with inadequate current carrying capacity.
13. **DO NOT** put any objects into openings. Do not use with any opening that is blocked.
14. **DO NOT** put hands or feet under the steam mop. Unit gets very hot.
15. Use **ONLY** on flat, horizontal surfaces. Do not use on walls, counters or windows.
16. **DO NOT** use on leather, wax polished furniture or floors, synthetic fabrics, velvet or other delicate, steam sensitive materials.
17. Liquid or steam must not be directed towards equipment containing electrical components, such as the interior of ovens.
18. **DO NOT** add cleaning solutions, scented perfumes, oils or any other chemicals to the water used in this appliance as this may damage the unit or make it unsafe for use. If you live in a hard water area, we recommend using distilled water in your steam mop.
19. When in use, NEVER turn the appliance over or on its side. **NEVER DIRECT STEAM TOWARDS PEOPLE, ANIMALS OR PLANTS.**
20. **NEVER LEAVE THE STEAM MOP IN ONE SPOT ON ANY SURFACE FOR ANY PERIOD OF TIME WHEN THE CLEANING POCKET IS ATTACHED AS THIS WILL DAMAGE YOUR FLOORS.**
21. Carefully remove the cleaning pocket immediately after you have unplugged and allowed the steam mop to cool.
22. When cleaning the steam mop, unplug the power cord from the electrical outlet and clean with a dry or damp cloth. Do not pour water or use alcohol, benzene or paint thinner on the unit.
23. Extreme caution should be exercised when using this appliance to clean stairs.
24. Never use steam mop without the cleaning pocket attached.
25. Keep your work area well lit.
26. Store steam mop indoors in a cool, dry place.
27. To avoid circuit overload, do not operate another appliance on the same socket (circuit) as the steam cleaner.
28. If an extension cord is absolutely necessary, an extension cord rated a minimum of 15 ampere, 14 gage cord should be used. Cords rated for less amperage may overheat. Care should be taken to arrange cord so that it cannot be pulled or tripped over.
29. **DO NOT** leave unattended when the system is connected to a power supply or electrical outlet. Turn off all controls before unplugging the unit.
30. **DO NOT** store unit with damp or wet cleaning pocket attached. Never leave the steam mop in one spot on any surface for any period of time with a damp or wet cleaning pocket attached as this will damage your floors
31. Always unplug and allow the steam mop to cool before removing or changing mop heads.
32. Make sure that the water tank door closed when using the appliance.

WARNING: Your steam mop is designed to clean hard floor surfaces that will withstand high heat. Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We also recommend that you check the use and care instructions from the floor manufacturer.

SAVE THESE INSTRUCTIONS

This appliance complies with the WEEE-Directive 2002/96/EC on the disposal of electrical and electronic equipment (WEEE).

This appliance complies with the European directives for electromagnetic compatibility (EMC) 2004/108/EC and its revisions, as well as Low Voltage Directive (LVD) 2006/95/EC and its revisions.

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material sources. To return your used device, please use the return and collection systems or contact the retailer where this product was purchased. They can take this product for environmental safe recycling.

This product has no on/off switch and operates when plugged into the main supply source. Disconnect the plug from mains after use.

Although the product is not provided with standby mode or off mode, it still fulfills the requirements of 1275/2008/EC - the directive for Eco-Design requirements since according to technical justification, it is considered as inappropriate to provide standby and off modes when connecting to mains. To reduce energy consumption be sure to unplug the unit after use.

This manual covers model number:

S3901UKL 11

TECHNICAL SPECIFICATIONS

Voltage:	220-240V~, 50/60Hz.
Power:	1550 Watts
Water	Capacity: 300ml

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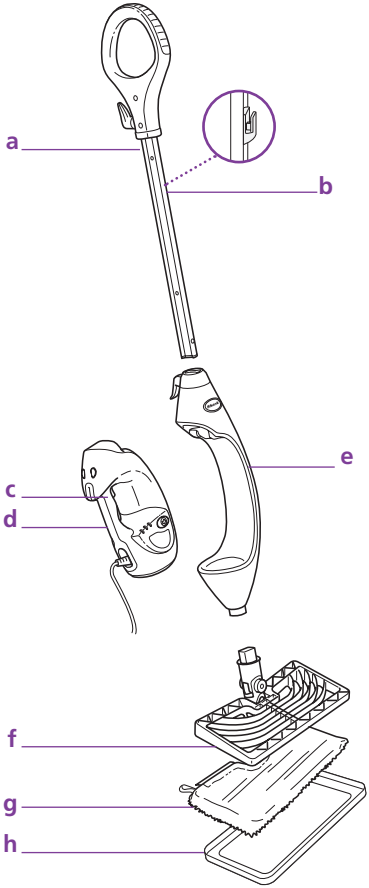
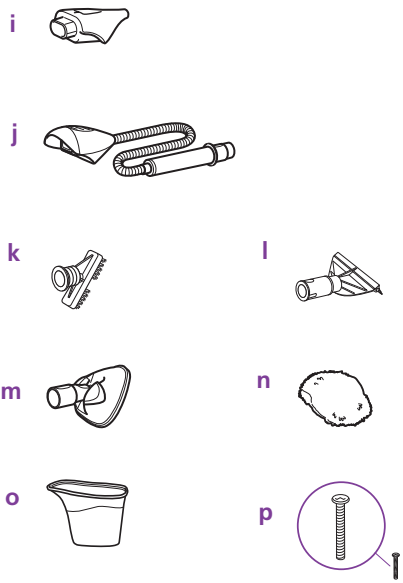
Getting Started

When assembling your steam mop there may be a little water in or around the water tank. This is because we test all our steam mops 100% before you buy them, so you get a quality ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop.





- **a** Mop Handle
- **b** Storage Clip for Direct Steam Nozzle
- **c** Steam Trigger
- **d** Removable Handheld Steamer
- **e** Handheld Steamer Housing
- **f** All-Purpose Mop Head
- **g** Cleaning Pockets for the All-Purpose Mop Head (x2)
- **h** Carpet Glider
- **i** Direct Steam Nozzle
- **j** Accessory Hose
- **k** Detail Brush
- **l** Window Squeegee
- **m** Flat Scrubber Tool
- **n** All-Purpose Scrubber Pad for Flat Scrubber Tool
- **o** Filling Flask
- **p** (1) 6mm x 48mm Large Screw*
- **q** Tote Bag (not shown)

*Phillips or flat head screwdriver can be used. Screwdriver not included.

Fig. 1

Fig. 2

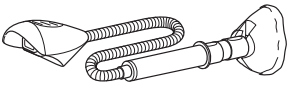


Fig. 3

Fig. 4

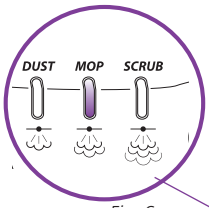


Fig. 6

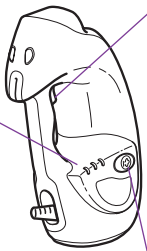


Fig. 5

Fig. 7

ACCESSORIES:

DIRECT STEAM NOZZLE

Loosen and dislodge compact dirt found in corners or tight places. **(Fig. 1)** Stores easily on the storage clip on the mop handle.

FLAT SCRUBBER TOOL with ACCESSORY HOSE

Use with the accessory hose to clean a variety of surfaces such as counter tops, walls, mirrors,and windows. **(Fig. 2)**

WINDOW SQUEEGEE

Use with the accessory hose to clean a windows, mirrors, etc... **(Fig. 3)**

DETAIL BRUSH

Use with the accessory hose to remove stubborn messes in hard-treach nooks, corners or grout. **(Fig. 4)**

CONTROLS:

STEAM TRIGGER

When using the Handheld Steamer, press and hold the steam trigger to start steaming. **(Fig. 5)**

STEAM SETTINGS

The ***Lift-Away***™ Pro ***Steam Pocket***® Mop has three unique settings that can be used when mopping your floors or with the handheld unit. **(Fig. 6)**

ON/STEAM SETTING

Press the **ON/STEAM SETTING** button to select the type of cleaning that you want. **(Fig. 7)**

Getting Started with Your Steam Mop

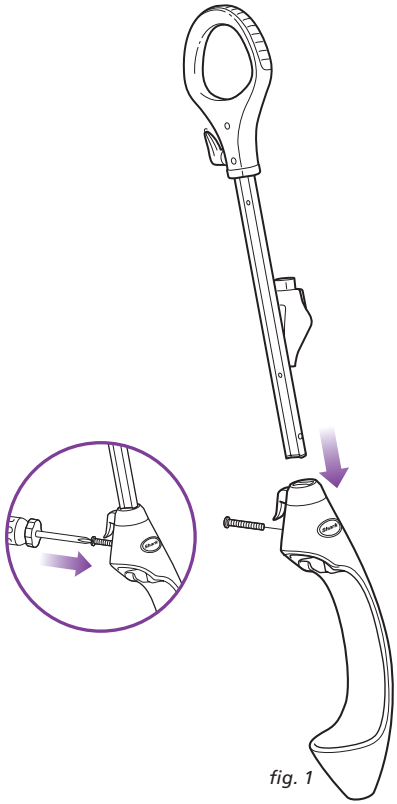


fig. 1

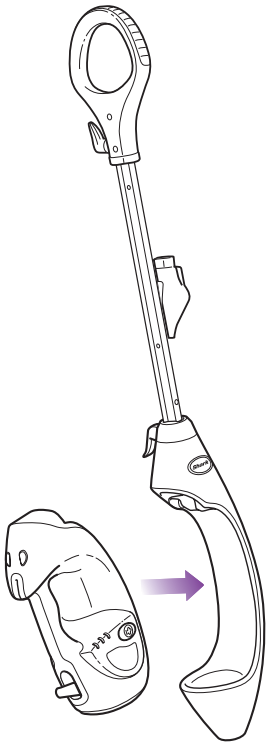


fig. 2

⚠ **IMPORTANT**: Always make sure the mop is **UNPLUGGED** from the wall when not in use. Never fill the mop, attach the mop head, change or remove the cleaning pocket when the mop is plugged into the wall. To prolong the life of your ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop we recommend using distilled water. Make sure you only add water to the tank. Chemicals or cleaning solution may damage the appliance and could be unsafe for you and your family.

STEAM MOP ASSEMBLY

1. Insert the Mop Handle end labeled "**Front**" into the Steam Mop Housing. Make sure it is inserted past the line printed on the pole. Secure the assembled handle and pole by using the large screw and a Phillips or a flat head screw driver (screwdriver not included). (**fig. 1**)
2. Insert the Handheld Steamer into the Steam Mop Housing. (**fig. 2**)

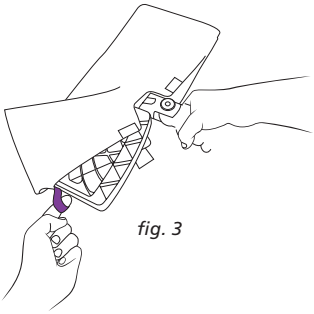


fig. 3

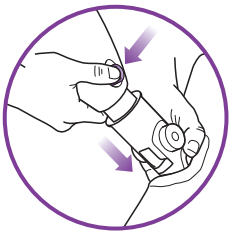
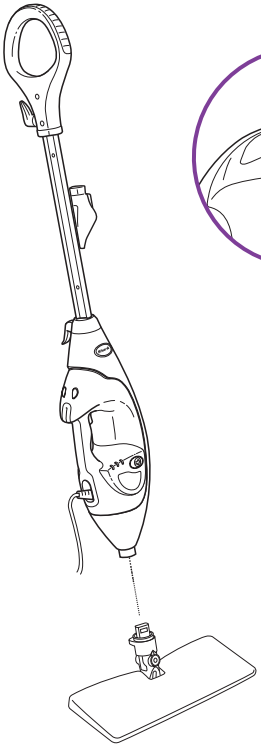


fig. 4



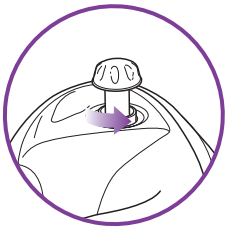


fig. 5

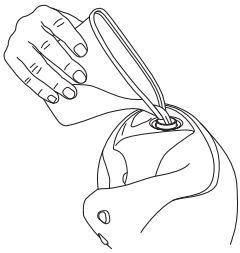


fig. 6

3 Use the loop on the side of the cleaning pocket to slide the mop head into the pad pocket. Then secure the quick fasteners on the top of the pocket to lock in place. (**fig. 3**)

4 Snap the mop head into the mop body by lining up the groove on the back of the mop body with the groove on the back of the mop head. Push until you hear it latch into place. (**fig. 4**)

5 Turn the water tank cap counter clockwise and remove from the tank. (**fig. 5**)

Use the filling flask and pour water into the tank. Do not overfill. Replace the cap on the water tank. (**fig. 6**)

⚠ **IMPORTANT**: Do not use on unsealed wood or unglazed ceramic floors. On surfaces that have been treated with wax or some no wax floors, the sheen may be removed by the heat and steam action. It is always recommended to test an isolated area of the surface to be cleaned before proceeding. We recommend that you check the use and care instructions from the floor manufacturer.

⚠ **NOTE:** To prolong the life of your Steam Mop, we recommend using distilled water.

Using Your Steam Mop

⚠ **IMPORTANT**: Make sure you do not use the mop without attaching a cleaning pocket and adding water to the tank first. When you are using the mop for the first time, it might take longer than the normal 30 seconds to start steaming.

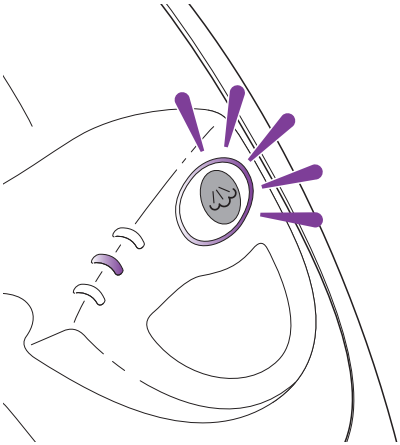


fig. 8

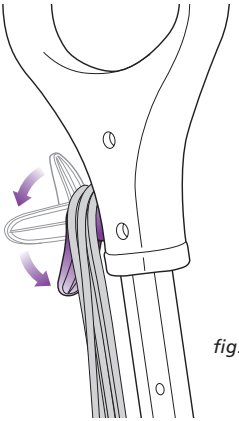


fig. 7

⚠ **NOTE:** Sweep or vacuum your floors prior to cleaning with your Steam Mop.

1. Pull and twist the quick release cord holder to unwrap the power cord completely. Plug into an electrical outlet. (**fig. 7**)
2. The **ON/STEAM SETTING** button will be blue. If the light does not turn on, reference the troubleshooting section on page 18. (**fig. 8**)

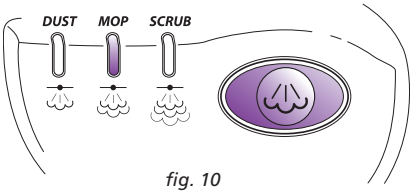


fig. 10

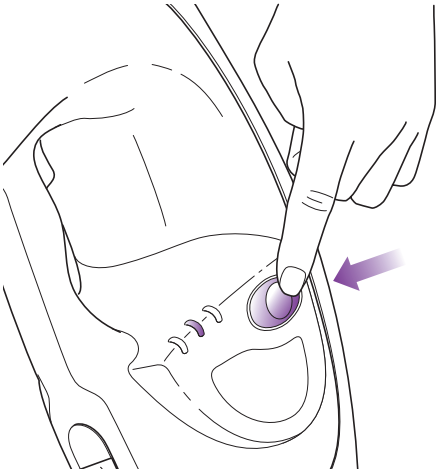


fig. 9

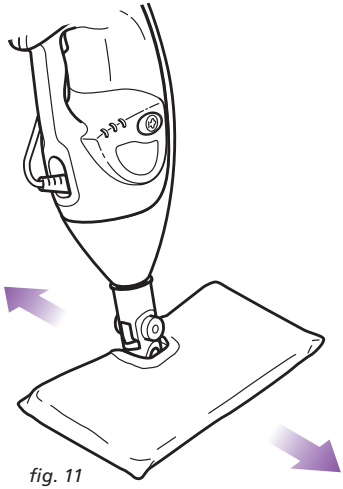


fig. 11

3 Press the **ON/STEAM SETTING** button once for **DUST** setting (**DUST** lighted setting indicator will flash and turn solid blue when it is ready to use). **DUST** setting is a light steam for a quick dusting and best dry time. (**fig. 9**)

Press the **ON/STEAM SETTING** button twice for **MOP**. **MOP** setting is for normal, everyday steam cleaning. (**fig. 10**)

Press the **ON/STEAM SETTING** button three times for **SCRUB**. **SCRUB** setting is for heavy cleaning and will leave floors damp. Use the scrubbing side of the cleaning pockets when using the **SCRUB** setting.

After you have selected your desired steam setting, the setting indicator light will flash and turn solid blue when it is ready to use.

To better understand which steam setting to use for your cleaning task, see page 8.

4 Clean your floors with a forward and backward motion. (**fig. 11**)

When you are done, press the **ON/STEAM SETTING** button until the light blinks blue as in standby mode.

⚠ **NOTE**: When using your ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop in **MOP** mode be careful not to press the steam trigger on the Handheld Steamer, as it will activate **STEAM SETTING** mode. If this happens, press the **ON/STEAM SETTING** button one time to reactivate your steam selection.

Using Your Steam Mop - cont'd

The ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop has three unique steam settings so you can use the perfect amount of steam for the cleaning task at hand. See below for tips on when to use each setting.

Setting	Ideal for These Surfaces	Recommended Usage
DUST	Laminate Bamboo Hardwood Marble	Light cleaning and dusting Loosen and lift light dirt Sanitise floors
MOP	Hardwood Marble Tile Stone	Basic, everyday cleaning Remove spots and smaller messes Clean moderate and heavily-trafficked areas Sanitise floors
SCRUB	Tile Stone Linoleum	Tough cleaning and removal of stuck-on messes and stains Deep clean heavily-trafficked areas Cut through heavy dirt and grime Sanitise floors
	Carpet (with Carpet Glider)	Freshen area rugs and carpets

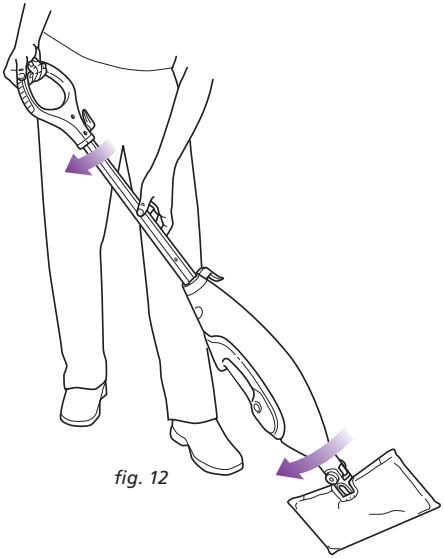


fig. 12

5 Use the scrub side of the cleaning pocket to break up the tough stains. Then flip the mop head over to use the shaggy side of the cleaning pocket to lift up and lock away all of the dirt and debris. (**fig. 12**)

6 When the water tank is empty, the Steam Mop will stop producing steam. You can refill the water tank at any time as long as the mop is unplugged from the outlet. Follow the instructions from page 5. This applies to switching the mop head or the cleaning pocket as well.

⚠ **NOTE**: Please wait 2-3 minutes for the Steam Mop to cool off before switching the mop head or the cleaning pocket. Never leave the Steam Mop with a damp/wet pocket on any floor.

Using Your Carpet Glider

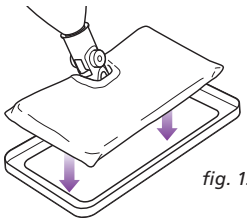


fig. 13

THE CARPET GLIDER

1 The Carpet Glider can be used with the All-Purpose Head to lightly steam your carpet and area rugs. Just place the mop head with the cleaning pocket attached into the glider. The recommended steam setting is **SCRUB** when using the Carpet Glider. (**fig. 13**)

The Steam Mop will not clean your carpeting or area rugs. However, it is great for grooming and freshening.

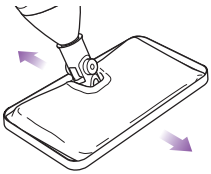


fig. 14

2 Move the Steam Mop back and forth across a section of the carpet. (**fig. 14**)

Getting Started With Your Removable Handheld Steamer

*Your **Shark® Lift-Away™** Pro **Steam Pocket®** Mop is designed to clean surfaces that will withstand high heat and moisture. Do not use on unsealed wood surfaces (especially wooden antique furniture), unglazed ceramic tile, painted surfaces or surfaces that have been treated with wax, oils, varnishes, or shellac. The sheen may be removed by the heat, steam, and friction of the cleaning tools. Lacquer and polyurethane coatings provide a hard durable protective finish that withstands moisture, but it is always recommended to test an isolated area of the surface to be cleaned before proceeding.*

We also recommend you check the use and care instructions from the surface manufacturer.

When cleaning finished wood surfaces, use broad, continuous cleaning strokes. To prevent surface damage, avoid focusing steam or allowing the cleaning tools to sit in one spot for any amount of time.

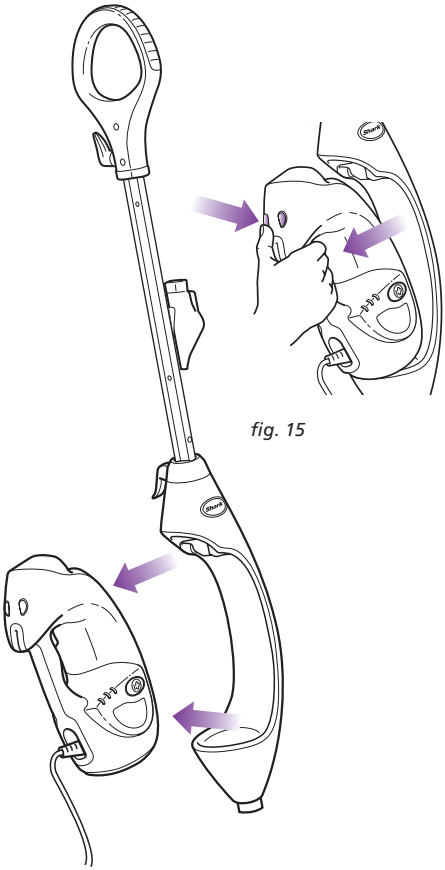


fig. 15

1 To remove the Handheld Steamer, press and hold down the Handheld Release Buttons while pulling out the Handheld Steamer. (**fig. 15**)

Using Your Removable Handheld Steamer with Direct Steam Nozzle

Cleaning Tip: *The Direct Steam Nozzle creates direct steam spray to clean and sanitise hard to reach nooks & crannies and other places where germs may build up. Use the Direct Steam Nozzle to loosen and dislodge compact dirt often found in corner and tight places where traditional methods and cleaning tools tend to push dirt into, making it tough to reach and clean. Spray direct steam and wipe clean with a wet cloth or paper towel.*

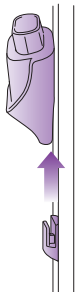


fig. 16

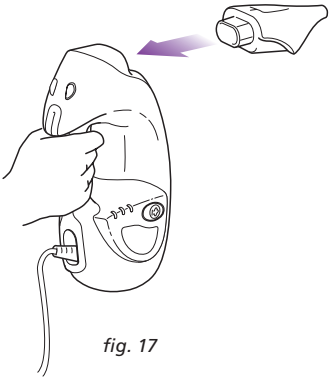


fig. 17

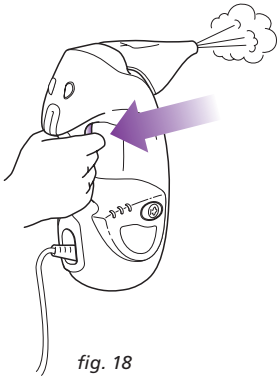


fig. 18

FOR SPOT CLEANING AND STEAMING

2 Remove the Direct Stream Nozzle from the storage clip on the mop handle and attach it by pressing the nozzle onto the Handheld Steamer until it clicks into place. (**fig. 16, fig. 17**)

3 The Handheld Steamer is automatically set to SCRUB mode. Squeeze the steam trigger to activate steam. To change modes press the **ON/ STEAM SETTING** button to select either DUST, MOP or SCRUB mode. You can change the steam mode while the Handheld Steamer is in standby or in use. Once the selected setting indicator light has turned blue, hold down the steam trigger to start steaming. (**fig. 18**)

For effective cleaning, hold the steam output nozzle 1-2 inches away from the surface you're cleaning.

⚠ **CAUTION:** Do not press the steam trigger until the Direct Steam Nozzle is snapped into the main nozzle of your Handheld Steamer.

4 To remove the Direct Steam Nozzle, press and hold down the Handheld Release Buttons. Then slide out the Direct Steam Nozzle using the grip.

⚠ **CAUTION:** Do not press the steam trigger while removing the Direct Steam Nozzle. Avoid touching the tip of the Direct Steam Nozzle, as this will be very hot after steaming.

⚠ **NOTE:** The Handheld Steamer may continue to emit steam for a few seconds after the trigger is released. This is normal, and the steaming will eventually come to a stop.

Using Your Removable Handheld Steamer with Crevice Tool

Cleaning Tip: *Crevice Tool is designed for removing stubborn messes in hard-to-reach nooks, corners and in grout where focused scrubbing power may be needed. The Crevice Tool can loosen and dislodge compact dirt often found in corners and tight places where traditional methods and cleaning tools tend to push dirt into, making it difficult to reach and clean. Scrub with the Crevice Tool and wipe clean with a cleaning cloth.*

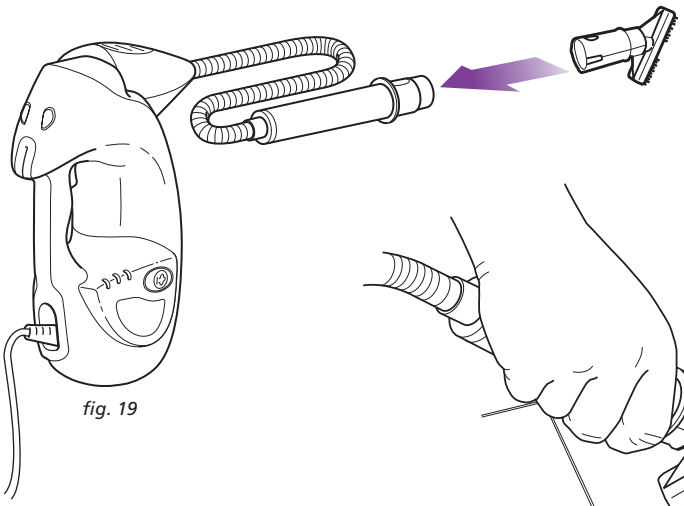


fig. 19

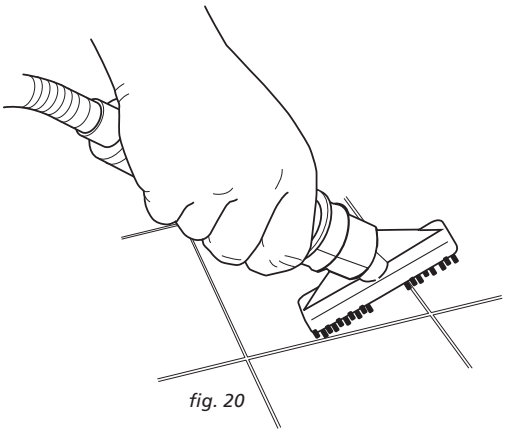


fig. 20

1 Attach the Crevice Tool by snapping into the handle of the Accessory Hose. (**fig. 19**)

2 Select either DUST, MOP or SCRUB mode by pressing the **ON/STEAM SETTING** button and wait until the selected setting indicator light turns solid blue. Hold down the steam trigger to start steaming. (**fig. 20**)

3 To remove the Crevice Tool, press and hold down the Accessory release button. Then slide out the Crevice Tool.

⚠ **CAUTION:** Do not press the steam trigger while attaching or removing the Crevice Tool.

Using Your Removable Handheld Steamer with Window Squeegee

Cleaning Tip: *To use the window squeegee, work with the vapor jet down using top to bottom movements. To do this without leaving streaks, use lateral movements from the top to the bottom of the surface.*

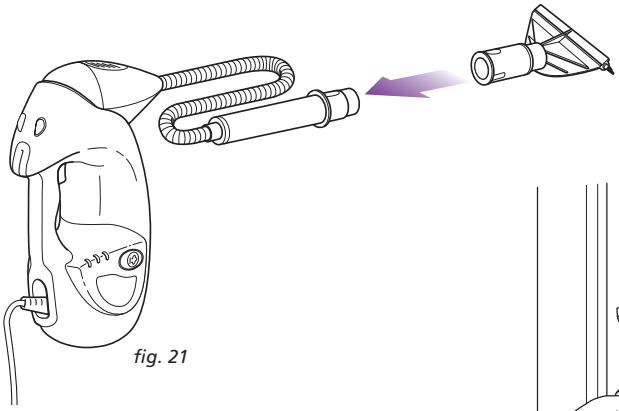


fig. 21

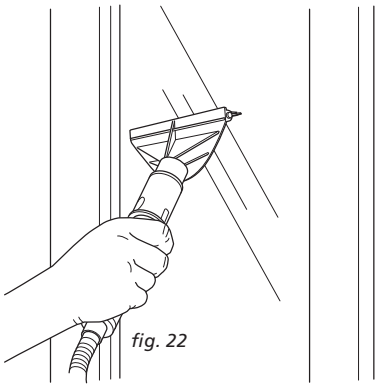


fig. 22

⚠ **CAUTION:** Always avoid any sudden changes in temperature to prevent breakage of cracks in windows.

1 Attach the Window Squeegee by snapping into the handle of the Accessory Hose. (**fig. 21**)

2 Select either DUST, MOP or SCRUB mode by pressing the **ON/STEAM SETTING** button and wait until the selected setting indicator light turns solid blue. Hold down the steam trigger to start steaming. (**fig. 22**)

3 To remove the Window Squeegee, press and hold down the Accessory release button. Then slide out the Window Squeegee.

⚠ **CAUTION:** Do not press the steam trigger while attaching or removing the Window Squeegee.

Using Your Removable Handheld Steamer with Accessory Hose

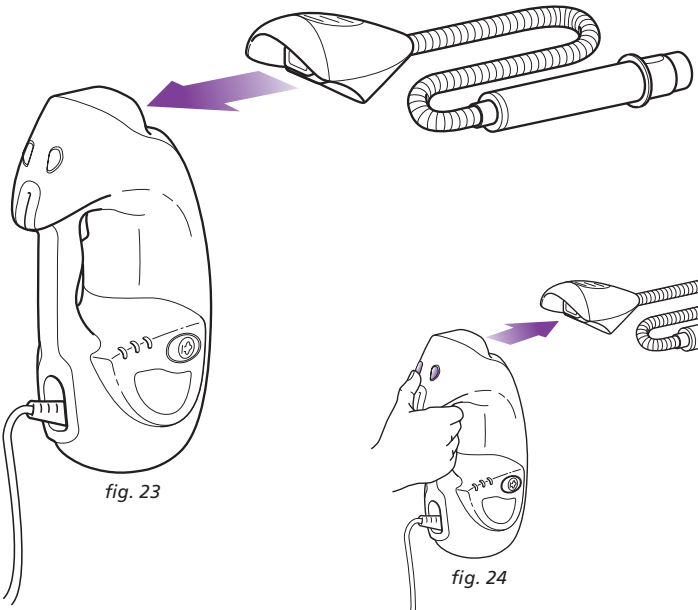


fig. 23

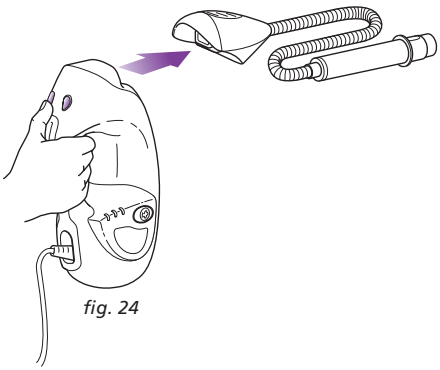


fig. 24

1 To use the Accessory Hose, first attach the Accessory Hose to the Handheld Steamer by snapping the Accessory Hose into the main nozzle. (**fig. 23**)

2 Select the desired cleaning tool for use. Follow the cleaning tool sub-assembly instructions for the selected tool.

3 To remove the Accessory Hose, press and hold down the Handheld Release Buttons. Then slide out the Accessory Hose using the grip. (**fig. 24**)

⚠ **CAUTION:** Do not press the steam trigger while attaching or removing the Accessory Hose.

⚠ **CAUTION:** Do not use the Accessory Hose without cleaning tools attached.

Using Your Removable Handheld Steamer with Flat Scrubber

Cleaning Tip: *The Flat Scrubber is designed for cleaning a variety of surfaces and is exceptional on those that are large and flat including counter tops, table tops, walls mirrors, windows, stairs, shelves and other similar surfaces. Super absorbent bonnet loosens, lifts, and locks in dirt and grime while sanitising at the same time.*

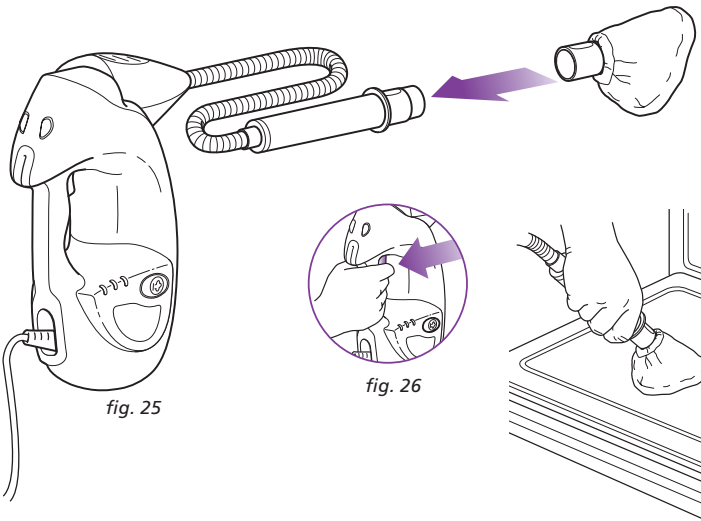


fig. 25

fig. 26

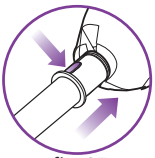
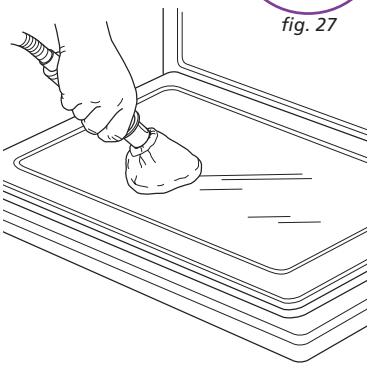


fig. 27



1. To attach the All-Purpose Scrubber Pad, place the pad exterior side down on a flat surface (lavender tab indicates the bottom of the pad) and insert the top of the Flat Scrubber Tool into the top portion of the pad and then pull the pad over each side of the back edge.
2. Press the Flat Scrubber Tool onto the Accessory Hose until it clicks into place. (**fig. 25**)
3. Select either DUST, MOP or SCRUB mode by pressing the **ON/STEAM SETTING** button and wait until the selected setting indicator light turns solid blue. Hold down the steam trigger to start steaming. (**fig. 26**)
4. To remove the Flat Scrubber Tool, press and hold down the Accessory Hose release button. Then slide out the Flat Scrubber Tool. (**fig. 27**)

⚠ **CAUTION:** Do not press the steam trigger while attaching or removing the Flat Scrubber Tool.

⚠ **CAUTION:** Do not use the Flat Scrubber Tool without the All-Purpose Scrubber Pad attached.

Care of Your Steam Mop

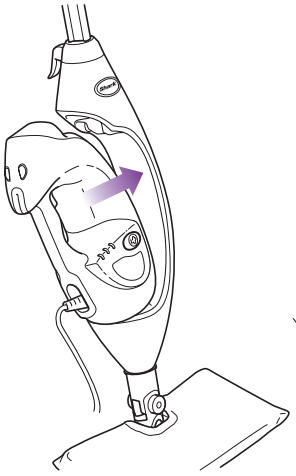


fig. 28

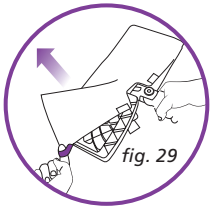


fig. 29

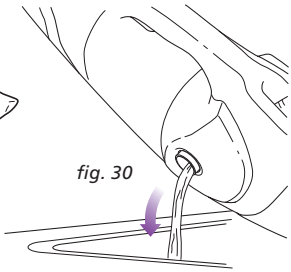


fig. 30

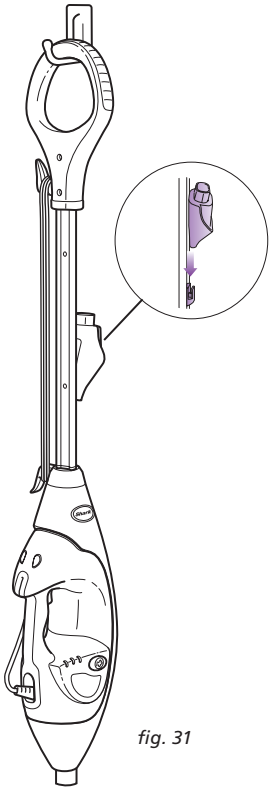


fig. 31

AFTER USE AND STORAGE

1. When you have finished using the Handheld Steamer, reattach it to the mop by first placing the bottom of the Handheld Steamer into the cradle of the mop housing. (**fig. 28**)
2. Then slide the top end of the Handheld Steamer into the mop housing and snap into place.

⚠ **NOTE:** Make sure all attachments are removed before reuniting the Handheld Steamer with the Steam Mop.

3. If you have finished mopping, press the **ON/ STEAM SETTING** button until the LED light blinks blue. This stops the unit from steaming. Unplug the cord from the outlet and place the mop into the upright position. Let the unit cool for 2-3 minutes.

   Remove the cleaning pocket by releasing the quick fasteners and using the lavender loop on the side of the pocket, avoiding contact with the hot pocket or dirt. (**fig. 29**)

4. Empty the water tank before storage. Remove the water tank cap and empty the tank over a sink. Replace the water cap. (**fig. 30**)
5. To store the ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop hanging up, first remove the head (after it has cooled and the steam has been released) then hang on a large hook. (**fig. 31**)
6. Place the Direct Steam Nozzle on the storage clip for easy accessability.

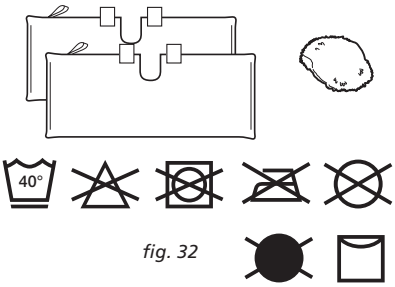


fig. 32

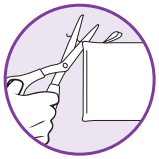


fig. 33

CARE OF YOUR CLEANING POCKETS

1 We recommend washing your cleaning pocket separately from other fabrics to avoid picking up lint. For optimal cleaning performance pockets may need to be washed up to (3) three times. **Only use liquid detergent (no powder detergent). Do not use any fabric softeners or bleach.** Line dry. Do not tumble dry. (**fig. 32**)

2 If there are loose threads on the cleaning pocket carefully cut the thread with scissors. Do not pull on them or cut at the base.(**fig. 33**)

⚠ **IMPORTANT**: The cleaning pocket may be very hot from the steam. Use caution when removing. Let the unit cool for 2-3 minutes.

DECALCIFYING YOUR STEAM MOP

Calcium and mineral deposits can build up and impact the performance of your steam mop over time. To extend the life of your product we recommend that you use distilled water.

fig. 34

CLEANING THE NOZZLE

NOTE: To prevent clogging, it is recommended that you periodically clean the Direct Steam Nozzle and the extension hose stem with the cleaning tool provided or a paper clip.

1 Your Handheld Steamer should not normally require cleaning, however, should you notice a decrease in the steam output, it may be necessary to remove mineral deposits built up around the nozzles.

2 Unplug the cleaner from the electrical outlet.

3 Use the provided nozzle cleaner or a small diameter stiff metal wire, such as a straightened metal paperclip, and carefully insert the end of the wire into the nozzle orifice. See illustration above. (**fig. 34**)

4 Move the wire back and forth several times to remove any deposits.

5 Plug in the appliance to the power outlet and test steam output.

ORDERING REPLACEMENT PARTS

To order additional parts and accessories, feel free to contact us at:

Shark Customer Services
PO Box 298
Mirfield
WF14 9BA
Freephone 0800 862 0453

PART	PART NO.
1 2 Cleaning Pockets	XT3701UKL

Troubleshooting Guide

PROBLEM	POSSIBLE REASONS & SOLUTIONS
The ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop will not turn-on.	Your steam mop should be securely plugged into an electrical outlet only. Check your fuse or breaker. If your unit still does not work, give us a call at: **Freephone 0800 862 0453.**
The unit will not make steam.	Is there water in the water tank? If not, add water to your steam mop following instructions on page 5. If the unit still does not make steam, follow the instructions on page 17 to clean the nozzle.
The ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop leaves water on the floor.	Check to see if your cleaning pocket is too wet. We recommend you unplug the steam mop and change the cleaning pocket. Make sure the cleaning pocket is attached correctly.
Cannot select steam setting/flashing blue light remains on.	If you have already plugged in your unit, unplug and try a different outlet. This may reset the standby mode. Add water to the tank and select steam setting by pressing the standby button. If your unit still does not work, give us a call at: **Freephone 0800 862 0453.**
The ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop left a white spot on the floor.	Do not leave your steam mop on the floor with a damp or wet cleaning pocket. If you're using tap water, we recommend switching to distilled water. Make sure the cap is securely on the water tank.
Floors are cloudy, streaky or spotty after steaming.	The cleaning pocket might be dirty. Flip or change the cleaning pocket. If you washed the cleaning pocket with powder detergent, then your pocket could be damaged and require replacement. This could also be an indication of prior soap or grease residue that has accumulated on the floor. As our steam mops use only a small amount of water, it may not be wet enough to rinse off the accumulation that the steam is bringing to the surface. We suggest rinsing the floor with nothing but water, letting it dry, and then steam mopping again with a clean pocket. One or more rinses generally removes the residue. A more stubborn case may require you to rinse the floor with a mix of one part vinegar and two parts water.
The ***Shark® Lift-Away™*** Pro ***Steam Pocket®*** Mop is hard to push.	Make sure the cleaning pocket is attached correctly. Check to see if the cleaning pocket is excessively dirty. If so, replace the cleaning pocket.

Notes

Shark Customer Services
PO Box 298
Mirfield
WF14 9BA
Freephone 0800 862 0453
www.lakeland.co.uk

Technical Details

Model number:	S3901UKL 11
Input:	1550 Watts
Main unit voltage:	220-240V~, 50/60 Hz.

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S3901UKL E.130501.4

Illustrations may differ from actual product.